



urban development



We are designing, renovating, and managing facilities to enhance the workplace and revitalize our communities.

The General Services Administration (GSA) is a significant presence in more than 2,000 communities nationwide, where 330 million square feet of space in 8,700 buildings provide workplaces for almost 2 million federal workers and receive millions more public visitors each year. The Urban Development/Good Neighbor Program helps GSA create high quality workplaces for federal employees in these communities by improving the built environment around federal buildings and by forming mutually beneficial partnerships with local stakeholders.

Since GSA-managed facilities are located where there is a federal agency need, rather than where there is market demand, this investment often presents special opportunities for communities that may not otherwise experience significant development. Our mission is to maximize these opportunities in order to make a positive difference in neighborhoods.

Federal building projects that consider local needs bring many benefits to their communities, including:

- Physical and economic presence supporting local urban development efforts;
- High-quality public spaces serving both federal workers and communities;
- Opportunities for collaborative planning efforts promoting both customer agency and community goals;
- Mixed-use urban environments and improved transit choices;
- Service contracts supporting local business improvement districts (BIDs); and
- Public events at federally-owned buildings, including concerts, farmers markets, and festivals.

We work with project managers, realty specialists, asset managers, account managers, and property managers who seek help identifying opportunities or solving community-related issues. Outside the agency, the program develops positive relationships with national constituent organizations, and serves as an initial point of contact for citizens who wish to discuss a project or community issue with GSA.

Our Good Neighbor Principles

We encourage management and customer agency support for an approach that integrates community-friendly principles into broader GSA business practices, customer planning efforts, and agency guidance documents. Doing so helps GSA achieve community development goals while meeting customer agency needs.

Five “good neighbor” principles encourage the agency to achieve multiple returns with its core business activities:

- Locate new, owned, and leased facilities where they will support local development goals. Work with stakeholders to incorporate these goals in the design and construction process from the outset.
- Design new facilities to create outstanding workplaces and support neighborhood urban design goals. Incorporate all aspects of Design Excellence to ensure that federal buildings continue to provide benefits over time for the federal worker and the local community.
- Renovate existing federal properties to improve public spaces, create positive First Impressions, and encourage stakeholders to improve neighborhood conditions. Maximize opportunities to increase customer satisfaction and create public amenities where they do not already exist.
- Manage federal properties to enhance and maintain quality of public spaces, encourage use, and preserve openness to all. Assess the conditions and uses of our public spaces regularly to ensure users are able to take full advantage of their value.
- Participate in neighborhood planning and physical improvement efforts. Leverage GSA and customer agency plans in support of local goals wherever possible and bring local resources to bear when addressing customer concerns.

These principles encourage an integrated business approach that addresses GSA’s mission, supports the value of our real estate and workforce assets, and meets our social and environmental responsibilities as a federal agency.

Community Development Mandate

The Urban Development/Good Neighbor Program rededicates GSA to upholding the spirit and the intent of several long-standing directives that call for collaborative planning between the federal government and local stakeholders, without creating new legal requirements.

Various federal mandates, including the Federal Urban Land Use Act of 1949, the Public Buildings Cooperative Use Act of 1976, Executive Orders 12072 and 13006, and the Public Buildings Amendments of 1988 direct, define, and validate this effort. Beyond the legal requirements, however, the Urban Development/Good Neighbor Program calls for the type of collaboration that is necessary to achieve GSA’s goal to create high quality work environments both in and around federal buildings.

For more information about GSA’s Urban Development Program, and our services,

Sharing the use of our public spaces.

Program Services

The Urban Development/Good Neighbor Program encourages proactive collaboration on GSA projects to gain community support, reduce risks and delays associated with poor planning, and maximize opportunities to coordinate development with local plans. In order to implement these principles, the Program office engages in the following types of activities:

Project Technical Assistance Onsite meeting facilitation, consulting assistance, and strategy development for ongoing projects, as requested by regional project teams.

Policy Support Review and development of policies to address recurring issues and integrate good neighbor principles into GSA business practices.

PBS Staff Support & Training Training and dissemination of good practices to build regional staff knowledge and self-sufficiency on urban development issues.

Outreach Internal and external information sharing and partnership development.

Research Analysis of agency trends with respect to program goals in order to provide guidance to internal and external stakeholders and determine the success of current policies.



please visit our website at www.gsa.gov/goodneighbor.



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